APPENDIX D-5
Scripted Online User Assessment Instrument

User Profile: Scripted Online Assessment of GILS

1. How do you chiefly acquire or refine your online searching skills? (Circle one.)

   a. Self-teaching by trial and error   c. Reading online Help manuals   e. Other (please describe):

   b. Professional training   d. Applying knowledge of database
                              design

2.

	Daily	Weekly	Monthly	Other (please specify)
a. How often do you search **print** sources of government information?				
b. How often do you search **online** sources of government information?				

3a. Have you ever read or heard about the U.S. Government Information Locator Service (GILS), or actually used it? ___ yes   ___no

3b. If you answered "yes" in Step 3a, how did you discover GILS?

4. Approximately how long have you used the Internet? _____ months   _____ years

5. Please circle the the letter that most closely describes your current status:

   a. Political Science undergraduate   c. Political Science graduate student   e. Other (please describe):
       student
   b. Library Science graduate student   d. Private citizen

6. What types of government information do you seek most frequently? (Circle up to three):

   a. Research   d. Statistics   g. Legislation

   b. Case law   e. Regulations   h. Budget and economic news

   c. Historical   f. International relations   i. Reports on government activity/Public notices

7. Please circle letter(s) matching your experience seeking government information, in print or online:

a. I usually need help from a librarian or other intermediary to get started

b. I browse websites or bookshelves to find information

c. I nearly always find just what I need

d. I find user's instructions sorely lacking for most resources

e. I have a few favorite sources that I have learned to use

f. I find that government information sources change often

g. I begin my search with using a card catalog or online index

h. I avoid searching government sources directly whenever possible, and rely on secondary reports such as newspapers or CNN

8. If you were to enter search terms into an online "information locator service", what would expect in return? (Circle all that apply.)

a. Full text of documents that contain the information I seek

b. A "frequently asked question" (FAQ) list with answers

c. Statements about where relevant information is stored and how to obtain it

d. Relevant document titles only

e. Names of experts in the subject

f. A list of related, controlled subject terms from which to choose

g. Relevant database names

h. Abstracts or digests from relevant documents

i. Other (please describe): _____

Thank you for providing this background information

An Evaluation of the Federal Government's Implementation of the Government Information Locator Service (GILS)
User Online-Assessment Script

> Please click on Netscape's **Bookmarks** button and select the first item: *Government Information Locator Service.*
>
> Receive *Government Information Locator Service (GILS) Online via GPO Access.*
>
> **DO NOT CLICK ON ANY BUTTONS, ICONS, OR HYPERTEXT UNLESS SPECIFICALLY INSTRUCTED.**
>
> Please examine this entire page.
>
> Use the scrollbar next to the box labelled **Make your selection(s).**

1. There are many options listed underneath **Individual Agency GILS databases on GPO Access**. What do you think these might represent? (Circle all that apply.)

    a. Publishers/distributors of information

    b. Information creators

    c. Internet server "mirror" locations

    d. Other (please describe): _____

> Click on the blue hypertext phrase **fielded search**.
>
> Receive *Search GILS Records by Fields Online via GPO Access*.
>
> Please direct your attention to the screen section labelled **Select one or more of the following fields (mandatory GILS core elements) to search**.

2. Would you assume that "mandatory GILS core elements" means that these fields always contain data?   ___ yes   __ no

3. Below, please rate how confident you would feel using the options presented **under Select one or more of the following fields "mandatory GILS core elements" to search:** (NOTE: DO NOT CLICK ON BLUE HYPERTEXT FIELD NAME).

	Certain	Unsure		Certain	Unsure
Abstract			Originator		
Access Constraints			Point of Contact for Further Information		
Agency Program			Purpose		
Availability			Record Source		
Control Identifier			Sources of Data		
Controlled Vocabulary			Spatial Reference		
Cross Reference			Schedule Number		
Date of Last Modification			Supplemental Information		
Local Subject Index			Time Period of Content		
Methodology			Title		
Original Control Identifier			Use Constraints		

On your screen, click on the blue hypertext field name you are most "unsure" of from Step 3. (If you did not use "unsure", please click the field name about which you feel least "confident".)

Receive and read the definition of this field.

4. Does this definition affect your confidence in using this field for searching?   ___ increases it   ___ decreases it   ___ no change

5. Please check below which ONE field you would select for locating information about native americans.

❏ Abstract	❏ Originator
❏ Access Constraints	❏ Point of Contact for Further Information
❏ Agency Program	❏ Purpose
❏ Availability	❏ Record Source
❏ Control Identifier	❏ Sources of Data
❏ Controlled Vocabulary	❏ Spatial Reference
❏ Cross Reference	❏ Schedule Number
❏ Date of Last Modification	❏ Supplemental Information
❏ Local Subject Index	❏ Time Period of Content
❏ Methodology	❏ Title
❏ Original Control Identifier	❏ Use Constraints

6. How many "total hits" did you receive? _____

7. What is your reaction to the *number* of "hits"?

    a. Pleasantly surprised

    b. Overwhelmed but willing to examine some of the hits more closely

    c. Overwhelmed but willing to start over with more specific search terms

    d. Not surprised

    e. Disappointed but willing to examine the hits more closely

    f. Disappointed but willing to start over with different search terms

    g. Frustrated--I would abandon use of GILS at this point

If you received a "hit" called Helpful Hints for Searching GILS Records, please raise your hand and a research investigator will provide you with further instructions.

Please use the scrollbar to quickly scan the list.

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8. If you were to select one or more hits for closer examination, which factor would mostly likely influence your selection? (Circle one.)

    a. Order of appearance (select first item first)

    b. Appearance of search terms in Title

    c. Size

    d. Score

    e. Format

    f. Other (please specify): _____

For the hit that seems most promising, click on the blue hypertext **HTML** if present; otherwise click on the blue hypertext **text**.

SCAN the returned information BRIEFLY. DO NOT CLICK ON ANY HYPERTEXT IN THE RECORD.

9. Please characterize and explain your single FIRST REACTION to this record:

a. Surprised, because...

_____

b. Confused, because...

_____

c. Interested, because...

_____

d. Disappointed, because...

_____

e. Frustrated, because...

_____

10. Please describe anything you consider to be peculiar or in error:

_____

Please click on Netscape's **Bookmarks** button and select the first item: *Government Information Locator Service.*

Receive *Government Information Locator Service (GILS) Online via GPO Access.*

In the scrollbox **Make your selection(s)**, click on **International Trade Commission**.

In the textbox **Enter search term(s):**, type the word **library**.

Click on **Submit**.

Receive *GILS Search Results*.

Click on the blue hypertext **HTML** for hit [1] GILS: U.S. International Trade Commission. Library Services.

> Receive and SCAN the GILS record. DO NOT CLICK ON ANY HYPERTEXT IN THE RECORD.

11. What do you think would happen if you were to click on this record's hypertext title? DO NOT TAKE THIS ACTION**.**

   a. I would jump to the ITC website

   b. I would connect to ITC's online library catalog

   c. A list of ITC library staff contacts would appear

   d. I would link to a fuller/longer version of this record

   e. I would be given a list of library services such as interlibrary loan, photocopying, and research assistance

   f. Other (please pecify):_____

12. Please rate your feeling about the *length of this record* relative to your satisfaction:

   a. Too short; it doesn't present enough detail.

   b. Too long; it provided more than I needed to know.

   c. Just right; it presented the necessary information.

13.

	Yes	No
a. Do you think the search term "trade agreements" would have produce a "hit" on this record?		
b. If you were looking for information about the ITC library, would this record satisfy you?		
c. Did you know that Federal agencies have libraries?		
d. Would you have expected to find a Government Information Locator Service record that describes a library?		

Please click on Netscape's **Back** button twice to return to *Government Information Locator Service (GILS) Online via GPO Access*.

In the scrollbox **Make your selection(s)**, click on **Merit Systems Protection Board**.

In the text box **Enter search term(s):**, leave in the word **library**.

Click on **Submit**.

Receive and scan *GILS Search Results*. DO NOT LINK TO ANY RECORDS.

14. Why do you think two apparently identical results have been returned? (Circle all reasonable possibilities.)

a. The search term was too broad

b. The system has made a error in searching or retrieval.

c. The titles of the two records have been shortened for this display; they are actually different

d. Both records describe the Merit Systems Protection Board (MSPB) library, but were created by different agencies

e. The person who created the duplicate record was unaware that a record already existed.

f. The instructions I followed for this search are incorrect or incomplete.

g. Other (please describe):_____

> Click on the blue hypertext **HTML** for hit [1] GILS: MSPB LIBRARY.
>
> Receive and SCAN the GILS record.

15. Please describe anything you consider to be peculiar or in error:

_____

16. Of the two agencies' records describing libraries; which is best?   ___ MSPB   ___ITC   ___no preference

17. What characteristics distinguish the two records in your mind? (Circle all that apply.)

a. Accuracy   e. Currentness

b. Format   f. Consistency

c. Completeness   g. Other (please specify):

b. Presence of hotlinks   _____

> Please take a minute to get up and stretch or to visit the water fountain or restroom.

> If required, eliminate the screen saver graphics by clicking anywhere on your screen.
>
> Please click on Netscape's **Bookmarks** button and select the first item: *Government Information Locator Service.*

18. Below, describe how you would use GILS to find the TOLL-FREE NUMBER FOR ORDERING A STATEMENT OF EARNED SOCIAL SECURITY BENEFITS

    a. What would you choose in the **Make your selection(s)** scrollbox? _____

    b. Would you use "fielded search"?   ___ yes   ___no

    c. What would you type into the **Enter your search term(s)** textbox? _____

> Now please perform the search you planned in Step 18. TRY ONLY THIS ONE SEARCH.
>
> Receive *GILS Search Results*.

19. How many "total hits" did GILS return? _____

20. Did you expect a "hit" that would obviously point you to the toll-free number? ____ yes   ___ no

21. Do any "hits" appear to be relevant?   ____ yes   ___ no

22. If you answered "no" in either Step 20 or Step 21, why not? (Circle all reasonable possibilities.)

a. I doubt if such a service exists

b. I don't know enough about social security to come up with good search terms or to choose database(s)

c. I'm unsure of "fielded searching" in GILS

d. I don't think GILS would include telephonic information resources

e. The phone number is probably on a website and therefore not duplicated in GILS due to the maintenance burden

f. The Social Security Administration does not participate in GILS

g. The toll-free phone service is probably too new to be included in GILS

h. Other (please describe):

_____

Please click on Netscape's **Bookmarks** button and select the first item: *Government Information Locator Service.*

Receive *Government Information Locator Service (GILS) Online via GPO Access*.

Click on the hypertext phrase **fielded search**; receive *Search GILS Records by Fields Online via GPO Access*.

In the scrollbox labelled **Make your selection(s)**, click on **All Records on GPO Access GILS Site**.

In the section labelled **Select one or more of the following fields (mandatory GILS core elements) to search:** click on the blue hypertext phrase **Control Identifier** (not the checkbox).

Please receive and read the definition of **Control Identifier**.

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23. Is the definition, and how it fits into GILS, clear to you?   ___ yes   ___ no

Please click on Netscape's **Back** to return to *Search GILS Records by Fields Online via GPO Access*.

Click in the checkbox next to **Control Identifier**. Click **Submit.**

Receive *GPO Access Government Information Locator Service--Search GILS Records by Relevant Term*.

In the textbox labelled **Control Identifier**, type in **USCCR0212 (where 0 is a zero)**. Please double-check your typing.

Click **Submit**; then take a moment to scan through *GILS Search Results*.

24. Keeping in mind that you have searched the "control identifier" field, whose contents "distinguish this locator record from all other GILS Core locator records", what is your reaction to the list of hits? (Circle one.)

a. The record creators made an error

b. I do not understand "control identifiers"

c. The system has made an error

d. One of these is something other than a GILS Core locator record

e. The records are the same--one in English and one in Spanish

f.   I do not notice anything ununusal about this search result

g. Other (please specify):

Please click on Netscape's **Bookmarks** button and select the second item: *Search the GILS Database.*

Receive *U.S. Environmental Protection Agency--Search the GILS Database*.

Quickly scan the page.

25. Please check "yes" or "no" for the following:

	Yes	No
a. Are you surprised to find that EPA's Government Information Locator Service looks different from GPO Access' Government Information Locator Service?		
b. Do you expect the EPA's Government Information Locator Service to operate exactly like GPO Access' Government Information Locator Service?		
c. Do you think that EPA's Government Information Locator Service is part of GPO Access' Government Information Locator Service?		

26. What might you expect EPA's Government Information Locator Service to provide? (Please circle all that apply.)

a.   Statistics about the ozone layer

b. A catalog of EPA publications

c. Maps

d. The full text of EPA regulations

e. Descriptions of technical reports

f. Congressional testimony on nuclear accidents

g. Hotline phone number

h. An order form for a radon-testing kit

i. An abstract for a CD-ROM about nature

j. Clinton's 1996 inaugural address

k. Census data

l. A list of Superfund cleanup sites

m. A phone directory of EPA staff

n. Images of the spotted owl

o. Hotlinks to environmental activism websites

27. Please rate how confident you would feel using the following options presented on this screen:

	Certain	Unsure
Complete text		
Acronym		
Agency Program		
Local Subject Term		

In the textbox labelled **Complete Text:** please type the following search term:

wetlands AND "new england"

Click **Submit Query**.

Receive *GILS Search Results.*

Click on blue hypertext **HTML** for hit 1.Title: Index to the Wetland Educational Resources distributed by the New England regional office, EP.

Receive and SCAN the GILS record. DO NOT CLICK ON ANY HYPERTEXT IN THE RECORD.

28. Which of the following does this record describe?

a. An index

b. An educational "kit"

c. Miscellaneous training items available separately

d. Don't know

e. Other (please specify): _____

29. How up-to-date are the described material(s)? _____

30. Would you assume the following to be "true" or "false":

	True	False
a. Information in EPA GILS is authored by EPA		
b. Information in EPA GILS is the most current available		
c. EPA is mandated by law to provide the information in GILS		
d. EPA GILS describes every EPA publication		
e. A duplicate of EPA GILS exists on GPO Access' GILS		
f. I can find EPA GILS records by use of a web search engine such as *Yahoo*!, *AltaVista*, or *Lycos*		
g. This GILS has only information resources of EPA Headquarters in Washington, and does not include regional offices		

31. How many GILS do you think may exist on the Internet today? (Circle one.)

a. One for each Federal agency

b. One for each branch of the government

c. One on each website that has ".gov" as part of the URL address

d. One for each broad subject area

e. One for each type of information resource

f. Only one

g. I have no basis for guessing

Please take the remaining time to explore GILS on your own by using Netscape's **Bookmarks 3 through 8** and then complete this final step:

32. Please rate your agreement with the following statements using a checkmark.

	STRONGLY AGREE	AGREE	DISAGREE	STRONGLY DISAGREE	NO OPIONION
a. All agencies' GILS should be searchable together, from one website.					
b. There are not enough fields to search in a GILS database.					
c. All government documents on the Internet should be hotlinked from one electronic card catalog.					
d. It would be easier to search GILS records if they were grouped hierarchically by subject.					
e. I am unaware of the function or purpose of many Federal agencies.					
f. All GILS records should look alike.					
g. I will use GILS to locate government information in the future.					
h. GILS is an efficient service.					
i. GILS probably helps agencies manage their information resources.					
j. It is clear to me how agencies choose what to include in GILS.					
k. Public electronic access to government information is important.					
l. GILS is an improvement over microfiche and paper indexes.					
m. All GILS records should contain information in all fields.					
n. The quality of the records I examined varied widely.					

THANK YOU! Please hand this completed packet to an investigator, and join us for the debriefing. (We'll turn off your computer.)

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